Internship Report

on

Recruitment and Selection Process of NCC BankPLC (Dhanmondi Branch)

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Recruitment and Selection Process of NCC Bank PLC (Dhanmondi Branch)

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Letter of Transmittal

September 18, 2024

Mr. Siddiqur Rahman
Assistant Professor
Department of Business Administration Facultyof
Business & Entrepreneurship Daffodil
International University, Dhaka

Subject: To submit an internship report covering "Recruitment and SelectionProcess of NCC Bank PLC (Dhanmondi Branch)"

Dear Sir,
I am therefore informing you that my internship report on "Recruitment and Selection Process of NCC Bank PLC (Dhanmondi Branch)" is already complete. This paper focuses on the implementation of some basic features of Human Resource Management. In this assignment, I endeavored to connect the ideas presented in class to NCC Bank PLC and comprehend their application in real-world scenarios. I consistently make an honest and sincere effort to make this report as presentable and informative as feasible within the constraints. This report will provide a current review of NCC Bank PLC's human resource management procedures. In order to present my ideas in the most straightforward manner, I followed all of your specific guidelines for producing a case study report.

I am profoundly grateful for your invaluable guidance, diligent effort, and unwavering attention whenever necessary. I have endeavored to present the report in a professional manner and adheredto your recommendations. I will be pleased to elucidate any discrepancies that may occur.

Respectfully Yours,

Nishat Tasnim Mallik
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Declaration of the Student

Under direct guidance and supervision of Mr. Siddiqur Rahman, Associate Professor, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, Dhaka, I, Nishat Tasnim Mallik, declare that this internship report has been prepared solely to fulfill my academic obligations, in completion of the requirements for the Bachelor of Business Administration (BBA) degree. I so declare that I have not previously turned in any degree, diploma, title, or distinction-based internship report.

Nishat Tasnim Mallik

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Letter of Acceptance

This paper, "Recruitment and Selection Process of NCC Bank PLC (Dhanmondi Branch)," certifies that Nishat Tasnim Mallik, BBA Program, ID No: 193-11-6315, is an authentic record partially fulfilling the requirements for the BBA program in the Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, Dhaka.

This document has been written under my supervision and serves as a record of the authentic work conducted successfully.

Mr. Siddiqur Rahman
Assistant Professor
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University, Dhaka

Acknowledgement

Firstly, I express my deep gratitude to the Almighty for bestowing upon me the power and capability to complete my internship report efficiently and punctually. I am profoundly grateful to my internship supervisor and course instructor, Mr. Siddiqur Rahman, Assistant Professor, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, Dhaka, for assigning me the engaging topic titled "Recruitment and Selection Process of NCC Bank PLC (Dhanmondi Branch)." I extend my profound gratitude to my esteemed course instructor for his recommendations and guidance, which facilitated the completion of this report. I drew inspiration from my supervisor when preparing this report.

I would to extend my sincere gratitude to all workers of NCC Bank PLC: Head Office and Dhanmondi Branch, Dhaka, for their exceptional cooperation throughout my internship. I extend my sincere gratitude to the workers of NCC Bank PLC for facilitating this internship session, which has enabled me to gain insights into Human Resource Management and General Banking Activities, as well as practical understanding of the banking sector.

I want to express my heartfelt gratitude to everyone who helped me complete this internship report. I'd like to thank my academic supervisor, Mr. Siddiqur Rahman, Associate Professor, for his significant support with various elements of my report and for giving me the opportunity to learn about the actual application of theoretical principles.

Finally, I would to extend my sincere gratitude to all who have directly or indirectly assisted mein the completion of this internship report.

Executive Summary

This paper was produced as a requirement of the BBA curriculum within our department at Daffodil International University. This study is predominantly founded on extensive experience within the HR departments of NCC Bank PLC to evaluate the Recruitment and Selection Process at the Dhanmondi Branch of NCC Bank PLC. I acquired valuable practical banking experience during my internship at NCC Bank PLC (DhanmondiBranch), as detailed in my report.

This study illustrates the recruiting and selection process employed by NCC Bank PLC to acquire, select, and cultivate a robust workforce within the firm. Through a good recruitment and selection procedure enabled by its human resource department, NCC Bank PLC allocates adequately qualified personnel to suitable employment. Effective organizational performance is ensured by NCC Bank PLC's best distribution of human resources throughout several banking operations.

In a developing nation such as Bangladesh, banking systems play a crucial role in economic development. The robustness of an economy is now significantly reliant on thestability of its banking systems. Contemporary trade and commerce activities are nearly unattainable without appropriate financial services. Our daily lives are inextricably intertwined with the operations of banking institutions. This study is based on my four months of actual experience at NCC Bank PLC. The Internship Program significantly enhanced my understanding of the operational realities within a financial organization. In the contemporary era of evolution, banks play a crucial role in sustaining economic progress.

This qualitative study encompasses the personnel recruiting and selection processes, issues associated with these processes, and a series of recommendations for NCC Bank PLC. The report clarifies the gathering of qualitative information from primary and secondary sources.

The study performs a SWOT analysis looking at the business's strengths, shortcomings, prospects, and hazards, thereby highlighting important components of the NCC Bank PLC hiring and selection process.The aim of the research is to identify the most often used recruitment channels, selection policies, and established selection model applied by NCC Bank PLC. The Human Resource Department of NCC Bank PLC guarantees the development of suitable policies for performance management, evaluation, training, recruiting, and development. Manpower planning produced from job analysis, job description, job specification, job evaluation, recruitment surveys, and applicant requirements from both internal and external sources forms part of NCC Bank PLC's recruiting process.

The workforce selection process of NCC Bank PLC concludes with an interview, completion of forms, background verification, medical examination, and final employment offer. NCC Bank PLC employs a differentiated recruitment and selection process for various levels of positions.

Based on the main findings and problems related to the NCC Bank PLC recruitment and selection process, this report offers ideal recommendations. The effective recruitment and selection procedures, human resources policies, and future research on recruitment and selection for NCC Bank PLC are compiled in this report. In this report, I apply my branch banking practical experience and identify some banking operations and daily tasks faced during my internship

Contents

Chapter-1 Introduction

1.1 Introduction

The banks in Bangladesh hire and select staff members for different tasks in line with Central Bank policies. Bangladeshi banks are always extending their products. Optimization, simplification, and accessibility of banking processes improve the general performance of the banking sector. As consumers desire improved services and extra conveniences, banks are developing creative ideas, offers, and facilities since banking is becoming more user-centric and easily available. In Bangladesh, every bank seeks strategies to enhance customer service to thrive in the highly competitive banking industry. Consequently, it is imperative for individuals to understand banks and banking operationsto effectively navigate daily banking activities. The rapid transformations in the global banking business can be attributed to technological advancements and the emergence of globalization. Bangladeshi banking must consistently enhance its core activities and selectthe appropriate individuals for specialized roles to maintain alignment with global growthtrends.

In the present difficult employment landscape, both job seekers are facing challenges in securing suitable positions, and the bank is endeavoring to implement effective recruitment and selection processes to attract and retain highly trained individuals in appropriate roles.To achieve organizational strategic objectives efficiently, a comprehensive recruitment and selection program ensures an adequate number of qualified individuals. NCC Bank PLC believes that the trained personnel inside the bank are crucial for delivering superior customer service and maintaining high performance and commitment levels.

This internship is an essential component of the Bachelor of Business Administration (BBA) degree, providing students with valuable practical experience. Theoretical knowledge and practical training are two distinct notions. When theoretical knowledge is used in real-world situations, it gains validity. An internship aims to put academic knowledge into practice. As a result, an internship acts as a practical application of knowledge, allowing students to get practical experience by participating in a variety of professional settings. The internship program is part of the BBA degree curriculum of Daffodil International University's Faculty of Business & Entrepreneurship in Dhaka. It takes place in a variety of companies across the country. Completing my internship program at NCC Bank PLC, Head Office, in collaboration with the Dhanmondi Branch's Human Resources Management (HRM), which is a novel concept. It combines human resources, accounting, management, financial management, and economics. Globalization has exposed corporate business organizations to worldwide competition, the mobilization of skilled workers, and modern quantitative management approaches. There is growing understanding that it is unable to execute its objectives effectively and efficiently.To address this intricate management challenge, an efficient and objectively quantifiable database system is required to assess and implement HRM information. Currently, in Bangladesh, corporations are investing substantial financial resources and skilled human resource management annually to enhance the productivity and capabilities of their workforce nationwide. Substantial investments are incurred with the anticipation of future benefits in the form of enhanced services provided by proficient staff. companies that invest in human resource development significantly enhance the service capabilities inherent in their workforce, hence generating economic assets for the companies. Human resource management, defined as accomplishing tasks through personnel, is a crucial aspect of every manager's duties; however, numerous organizations benefit from creating a specialized division to deliver expert services that ensure the efficient execution of the human resource function.

1.2 Background of the Study

One well-known higher education institution in Bangladesh is Daffodil International University. Every professional degree program in the very competitive modern market requires both academic knowledge and practical experience for success. I have to finish an internship to improve my career by acquiring professionalism and useful experience. This is a part of my degree.

The main goal of this report is to satisfy the criteria of Daffodil International University's offered internship program. Under supervision by Mr. Siddiqur Rahman, Assistant Professor of the Department of Business Administration at Daffodil International University, I was supposed to compile a three-month report on a certain topic relating to my theoretical background. The respected instructor assigned me the subject on the NCC Bank PLC (Dhanmondi Branch) Recruitment and Selection Process.

1.3 Objectives of the Research

Primary objective

To examine the personnel recruiting and selection procedures typically employed at NCC Bank PLC.

Specific Objectives: The purpose is to study the process of recruitment of NCC Bank PLC.

- To elucidate the personnel selection method of NCC Bank PLC.
- To ascertain issues pertaining to the personnel recruiting and selection procedure atNCC Bank PLC.
- To formulate a series of recommendations derived from the issues identified.

1.4 Scope of the Study

Selecting a topic is essential for writing a report. A well delineated topic indicates the subject matter to be addressed in the report. The assigned topic by the supervisor is "Recruitment and Selection Process of NCC Bank PLC (Dhanmondi Branch):

Recommendations for the optimal utilization of human resources to foster the Bank's growth." The paper examines the current recruitment and selection process of NCC Bank PLC and how the bank may optimize its Human Resources for growth.

1.5 Methodology of the Study

NCC Bank PLC develops its Human Resources Management policy while concurrently motivating its workforce in accordance with their needs To serve the exact goal of my study, I have compiled relevant material from both main and secondary sources. The recruiting and selection procedure of NCC Bank PLC is qualitatively analyzed in this article.

Study Type: This is an exploratory qualitative project.

Study analysis: NCC Bank PLC provided only qualitative data to clarify the hiring and selection procedure. Examined during the research process were both primary and secondary sources. Still, there was not much basic information or data at hand. Most of the study in the absence of primary data has depended on secondary data. Various data sources:

Additional sources

Many procedural guides published by NCC Bank PLC. Annual prospectus of NCC Bank PLC and report of NCC Bank PLC; varied circulars, publications and journals on policies and activities of banking.

1.6 Limitation of the Study

This study encountered certain constraints during the development of this term paper. The following are some of the limitations: Each organization possesses its own confidential information that is undisclosed to others. During data gathering, they failed to disclose their internal policy that undermines corporate secrecy. Access to additional internal information that was previously unavailable and not disclosed to us. Utilization of increased secondary data or information. To learn about real-time recruitment and selection processes, a small number of employees of the bank branch were contacted for interviews. Occasionally, they were unable to furnish information due to their demanding work schedules.

Chapter -2

Organizational Overviewof the NCC Bank PLC.

2.1 History of NCC Bank PLC

National Credit and Commerce Bank PLC possesses a distinctive history. NCC Bank PLC commenced operations in 1985 as an investment firm. They endeavor to mobilize internal resources and allocate them strategically to enhance the nation's industrial and commercial sectors, so significantly contributing to the establishment of the country's capital market. With sixteen branches, the company operated until 1992; then, with Central Bank permission, it changed its structure to acquire paid-up capital of Tk. 39.00 crore and became a fully-fledged private commercial bank in 1993 to service the whole country. NCC Bank PLC has established a commendable reputation by delivering genuine personalized service to its customers within a technology-driven atmosphere since its beginnings. The Bank has established a new benchmark in financing within the Industrial,Trade, and Foreign Exchange sectors. The Bank's diverse deposit and credit options have attracted both corporate and individual clients who find reassurance in conducting businesswith it.

2.2 Objectives of NCC Bank PLC

The company's aims were to organize internal resources and invest them to grow the country's industrial and commercial sectors while also serving as a catalyst in the establishment of the capital market.

The primary purpose of NCC Bank PLC is to maximize profit and enhance customer satisfaction levels. NCC Bank PLC aims to deliver exceptional customer care to its clientele. They also guarantee a substantial return on investment.

2.3 Mission of NCC Bank PLC

- ➢ Delivering excellence financial services to our communities based on strong customer relationship.
- ➢ Providing long lasting solutions that combining our cutting edge technology, experience and financial strength to our clients and stakeholders.
- ➢ Creating a cohesive and friendly environment where customers and our people can excel.

2.4 Vision of NCC Bank Ltd

To become one of the most adorable commercial Bank in serving the Nation as a progressive and socially responsible financial institution by bringing credit & commerce together for increased Shareholder’s value and sustainable growth.

2.5 Core Values of NCC Bank PLC.

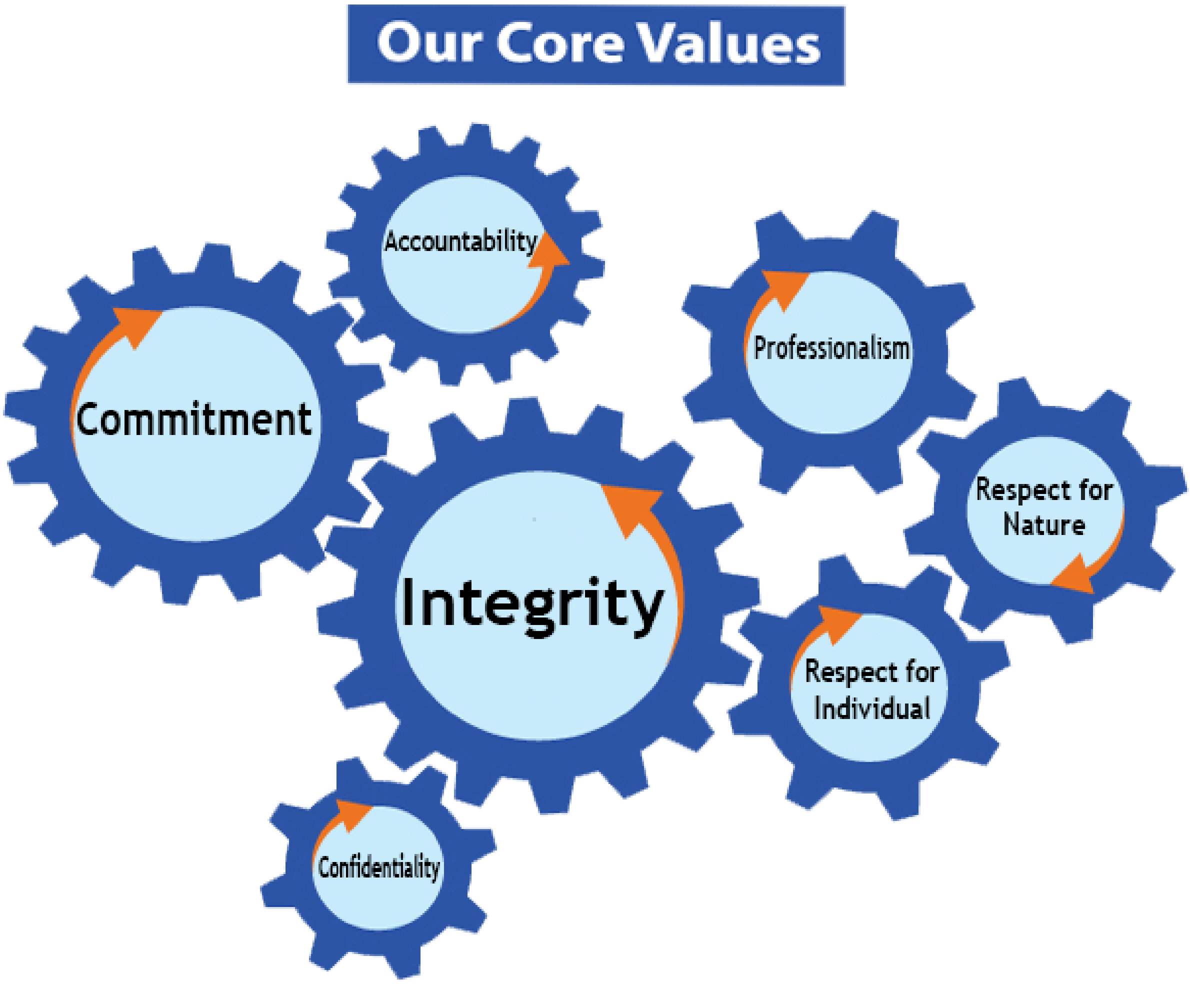

Figure 1: **Core Values of NCC Bank PLC**

2.6 Corporate Culture of NCC Bank PLC

Corporate culture denotes the collective principles, attitudes, values, and ideas that definethe people of a company and characterize its essence. It facilitates the establishment of organizational goals, strategies, structure, and methodologies concerning workers, customers, investors, and the broader community. Organizations with a robust corporate culture foster strong relationships with their stakeholders. It fosters loyalty among employees and customers. NCC Bank PLC exemplifies discipline through its distinctive company culture. The Bank employees viewed themselves as a united community and family dedicated to working together for advancement. Positive corporate cultures develop over time, providing a competitive edge and serving as a valuable organizationalasset.

2.7 Product & Service Information

A. Deposit Scheme:

- Saving Bank Account (SB A/C)
- Current Deposit Account (CD A/C)
- NCC Bank Special Savings Scheme (SSS)
- Fixed Term Deposit (FDR)
- Short Term Deposit (STD)
- Money Double deposit programs
- Premium term Deposit
- Interest Earning Term Deposit

B. Foreign Exchange

- Non-Resident Foreign Currency Deposit Account (NFCD)
- Non-Resident BDT Deposit Account (NRTA)
- Resident Foreign Currency Deposit Account (RFCD)
- Foreign Currency Deposit Account
- UAE Exchange
- Placid Express
- Arab National Bank (ANB)
- Dhaka Janata

- Habib Qatar
- Al Fardan

C. Loans/Finance:

- Cash Credit
- Long Term and Short-term financing
- House Building Loan
- Car Loan
- Small Business Loan

Chapter -3

Analysis of Recruitment and Selection Process of NCC Bank PLC

3.1 Human Resources Department of NCC Bank PLC.

According to the Human Resources Department (HRD) of NCC Bank, in all dealings, companies and staff members should be treated fairly since the nature of employment is interdependent. The NCC Bank HRD plans to perform certain tasks including the formulation and maintenance of rules allowing NCCB to offer different employment opportunities, encompassing job postings, remuneration and benefits, training, transfers, and career development, so reaching its purpose. Everybody has to be able to participate in these policies regardless of their age, gender, nationality of origin, or religious preference. Foster a culture of trust and support within the sector that encourages collaborative teamwork and enhances employees' ability to adapt to evolving circumstances. NCCB ensures the availability of sufficiently knowledgeable and skilled workers to fulfill both immediate and future industry requirements, while also establishing appropriate protocols for recruitment, training, development, evaluation, and performance monitoring. HR managers guarantee rigorous compliance with all relevant corporate and legal criteria including workplace safety, healthcare, and cleanliness and oversee the succession process for top management within the sector. A flowchart depicting the HR activities of NCC Bank PLC:

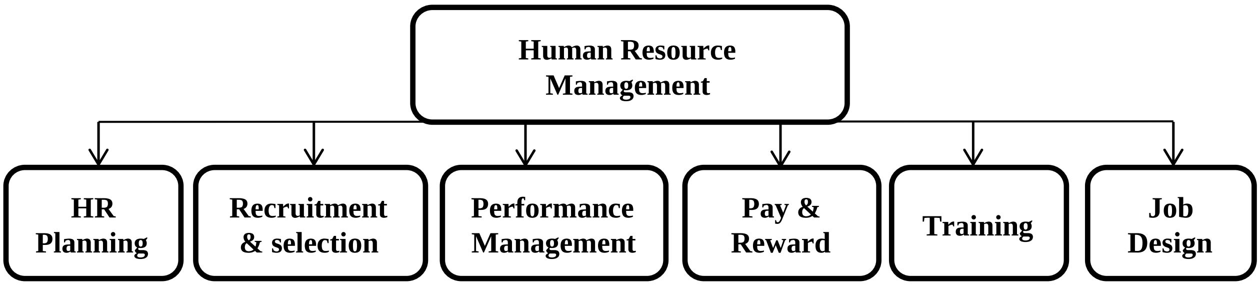

Figure 2: NCC Bank PLC Human Resource Management

3.2 Distinctive Human Resources Strategy of NCC Bank PLC

Human capital of NCC Bank PLC is its most precious asset since it helps the bank to reachits developmental goals. The human resource department's major task is to enable the company's long-term performance by means of employee engagement by placing the most qualified people in suitable roles and so promoting the growth and maintenance of staff skills. Accessible to all employees and executives, the human resources department of the bank houses the FLORA-designed human resource data computers, sometimes referred toas Core Banking Software. Should a branch employee from any NCC Bank PLC have questions regarding a leave request, dismissal order, transfer order, training and development, salary and benefits, or another matter, the HRD system lets the corporate office randomly get contacted. The HR Department of NCC Bank PLC seeks, develops, and pays highly competent employees in order to meet competitive goals within a growing society. This is done to improve organizational performance and competitiveness of advantage.

Usually, the HR Department implements the following actions to fulfill the goals of NCC Bank PLC:

- Primarily, it focuses on recruiting the most qualified individual for the optimal position at the appropriate time.
- Decrease the employee turnover rate.
- Encourage and motivate employees to exert enthusiasm.
- Encourage strong moral and social ties among the company.
- Give great attention to maintaining institution's order.
- For the bank, hire and keep very highly qualified staff.
- Acknowledge and meet staff members' preferences and requirements.

3.3 Recruiting and choosing process of NCC Bank PLC HR department:

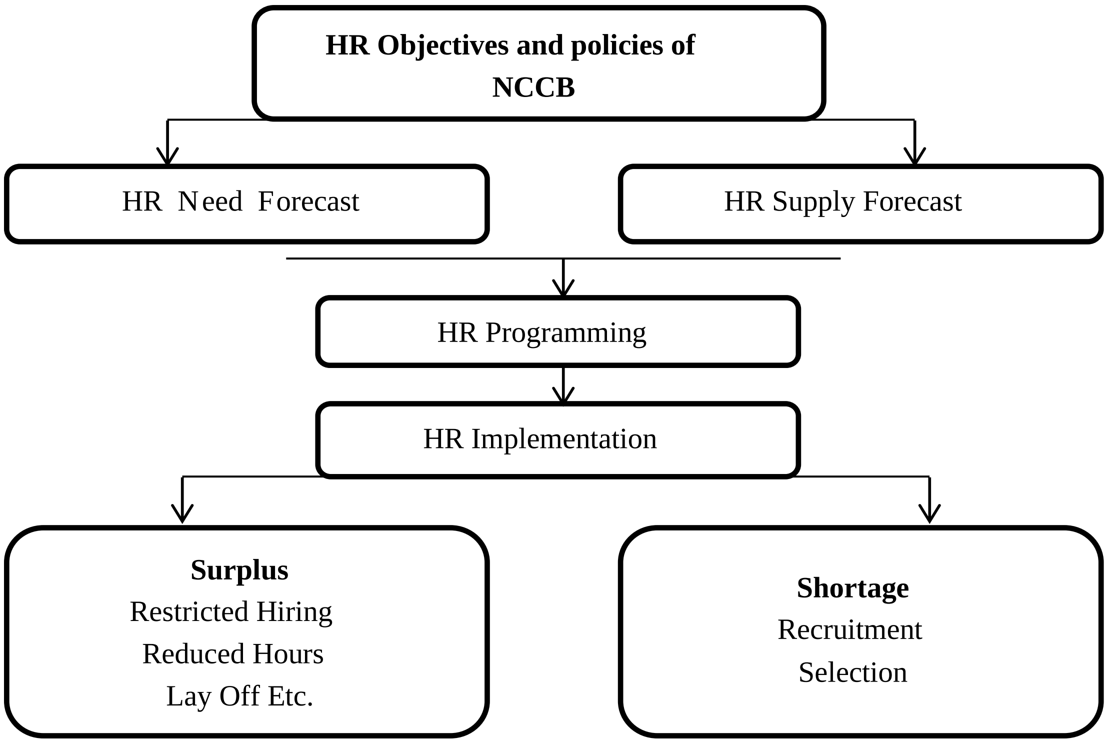

Figure 3: NCC Bank PLC's recruiting and choosing process inside the HR department.

3.4 NCC Bank PLC's Recruitment and Selection Policies

3.4.1 Approach of Recruitment

Evaluating the whole staff requirements of the bank depends on the human resources department. NCC Bank PLC gives every Bangladeshi national living in the country fair employment possibilities. The NCC Bank PLC has developed a plan to nurture, draw in and empower very seasoned and skilled experts. The board of directors of the bank routinely decides on the hiring policy. The minimum prerequisite for any official job is a bachelor's degree, which also acts as the entrance level qualification. The junior officer level and probationary officer postings at NCC Bank PLC require a bachelor's degree in any field.

The Institute of Business Administration (IBA) and the Bangladesh Institute of Bank Management (BIBM) oversee the administration and supervision of a standardized written examination for level of entry-level posts at NCC Bank PLC. Following the test of written, a panel of prestigious and outstanding bankers from all throughout the country conducts a three-phase interview, then notifies the qualified applicants of their choice.

3.4.2 Manpower Preparation

Manpower preparation is the foremost responsibility undertaken by the HR management of NCC Bank PLC in the selection and recruitment process. In the manpower preparation phase, there are three steps:

Formulating a Business Plan

ii) Assessing total workforce requirements

iii) Action plan for addressing emotional needs

Manpower preparation is governed by two primary factors:

a. Internal Environment:

i) Support and Acceptability of Top Management: The effectiveness of personnel planning is fundamentally reliant on the extent to which the senior management of NCC Bank PLC endorses, embraces, and engages with the diverse activities integral to its process and execution. To secure management's support and acceptance, the HR must emphasize the provision of essential inputs that validate the plan's claims. This will facilitate management's acceptance and significantly aid in the successful execution of the strategy to accomplish the intended objectives.

ii) Changes in the bank's policies define a major influencing element inside the internal environment related to the implementation of personnel planning. Equipment layout, especially in the main office or branches, could affect staff planning in both quantitative and, to some degree, qualitative aspects.

The variable and uncertain labor supply of the community as well as the requests from other banks for their development plans and new projects complicate the correct assessment of the personnel required to meet future expected needs. Such unpredictable conditions call for a greater reliance on the local supply of individuals depending on needed skills.

ii) Local and Regional Unemployment patterns: these are significantly impacting manpower planning. During the planning phase, a manpower planner must consistently monitor regional and local unemployment trends.

iii) Competitors' activities: it is essential to monitor banking competition and market developments. The bank's rivalry may include conventional recruitment firms and more indirect rivals like online recruitment platforms. Consistent market analysis would enhance NCC Bank PLC's understanding of its operations, facilitate the identification and exploitation of market opportunities, keep them apprised of emerging products andservices, and allow for prompt responses to market fluctuations. Regardless of whether they are the offeror or a recruitment consultant, comprehending the competition is similarly vital.

3.4.3 Recruitment Procedure of NCC Bank PLC:

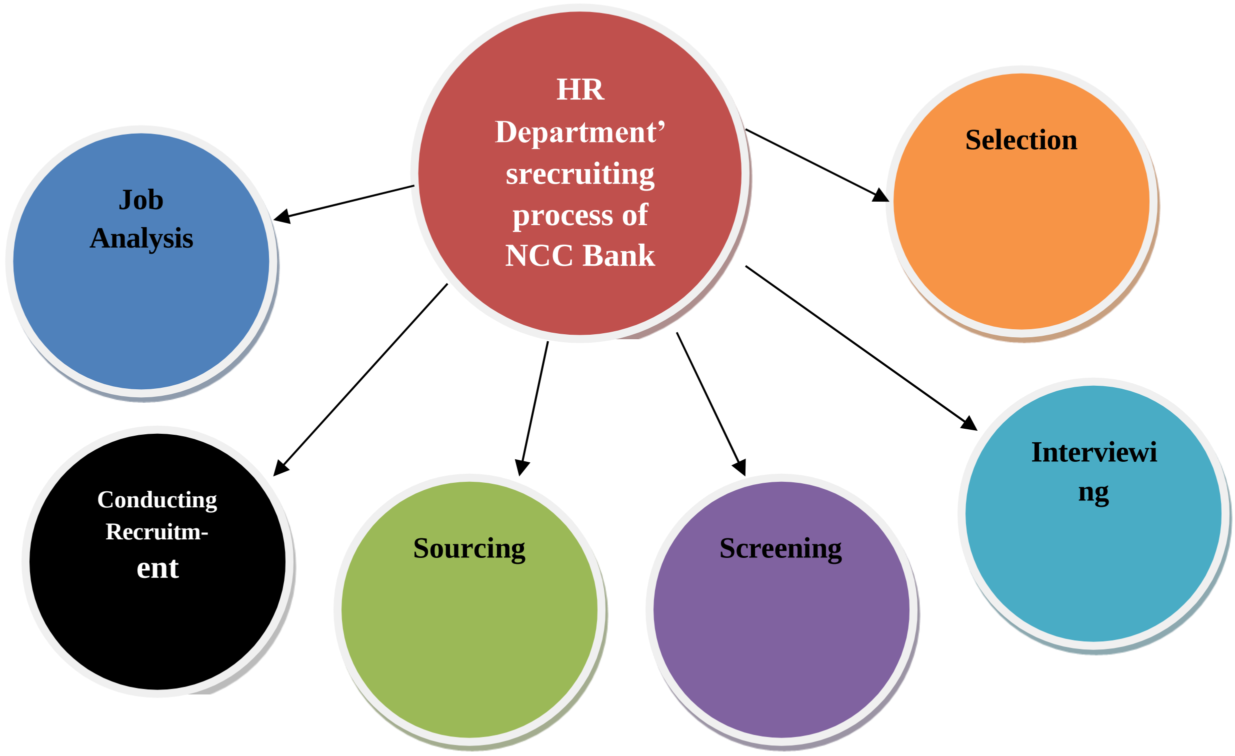

Figure 4: NCC Bank PLC's HR department's recruiting process.

A. Job Analysis

A job analysis is an extensive examination of the duties, responsibilities, and competencies required to effectively perform a certain job function. Work analysis is the procedure of examining a defined set of essential components, including job responsibilities, required skills, and the characteristics of the individual to be employed for those activities. The datato be included in the job review and position definition is specified. The complete job analysis of NCC Bank PLC comprises the following elements: Job Description Job Specifications, and Job Evaluations.

The initial phase in the hiring process generally involves reviewing the job description andthe qualifications for the position. Prior to initiating the initial recruitment process, NCCB performs an analysis. They endeavor to impart knowledge regarding job analysis to current recruiting practices. NCC Bank PLC conducts an annual employment evaluation. Completion requires much effort and patience. While five to six staff members will be questioned over a few days, the management will spend many days clarifying the approach and goals of the research.

a. Job Description

The job description is the act of creating a clear and written delineation of the responsibilities associated with a certain position. This is a consequence of the job assessment findings. The major objective of a job description is to enhance efficiency fora certain position to facilitate its promotion. It is utilized to determine the resources required to complete a certain task. Employees must accomplish designated obligations asoutlined in the job description for a particular position. The job description lays forth the position's title, duties, summary, location, and working conditions. NCC Bank PLC developed a job description that outlines job tasks and responsibilities, specifies reporting relationships among employees, provides a job summary, stipulates salary and compensation criteria, and lists acceptable working conditions, so defining the functions connected with the position.

The bank consistently emphasizes the importance of a well-defined job description.

i) By providing a clear and succinct overview of the entire role; ii) By enumerating the primary duties and responsibilities associated with the position; iii) By eschewing superficial language and maintaining a concise writing style; and iv) By specifying the level of guidance received and supervision provided.

The job description for NCC Bank PLC outlines simply the minimum qualifications required, allowing for operational flexibility.

b. Employment Specifications

A further element of the job analysis process used by NCC Bank PLC is the job specifications. It delineates the requisite individual characteristics, encompassing skills, expertise, and a unique disposition, alongside various test outcomes, as well as the working conditions anticipated in the job. Job descriptions are highly beneficial in workforce planning, especially in recruitment processes. They assist with manpower planning by converting work specifications into human requirements, including educational background and personality traits necessary for the position. Job specifications indicate any deficiencies in qualifications, and it is the responsibility of manpower preparation to identify needs, including skill enhancement, promotions, and transfers to fill vacant and newly established positions.

d. Employment Assessment

Job evaluation mostly involves consolidating the job description and job specification to select the appropriate applicant for NCC Bank PLC. This conveys the subsequent information:

i) Job Identification: Job title, occupational code number, and any other designations in use.

ii) Notable Job Characteristics: employment location, division/section name, department and unit of job functions, potential hazards or hardships associated with the employment.

iii) Duties: Specific operations and duties required by the position, including the secure management of cash and the upkeep of equipment and machinery. Supervision provided or received in relation to the position.

iv) Material and equipment: Materials and equipment utilized by the worker, including metals, polymers, chemicals, and machinery such as lathes and drilling machines.

v) Characteristics of the job's operations.

vi) Employment circumstances of the position.

vii) Personal qualities of the person relevant to job requirements, including knowledge, experience, instruction, judgement, initiative, physical ability, cognitive capacity, aptitudes, social skills encompassing communication proficiency, and sensory needs such vision, olfaction, and auditory perception.

B. Executing Recruitment Survey

NCC Bank PLC prioritizes departments for hiring to meet their staffing needs. Consequently, the officer's initial task from the HR department involved conducting an internal survey to ascertain the quantity and specific areas of recruitment required. In the event of a staff shortage, a request is submitted to HR indicating the necessity for a specified number of applicants in a designated area. NCC Bank PLC acknowledges the necessity for a remote job position. The bank employs many recruitment survey approaches, including:

i) Top-Down strategy: The HR management of NCC Bank PLC frequently adopt the top-down strategy for forecasting employee demand. In the approach of "top-down", senior management collaborates with the human resources and organizational methods departments to develop manpower forecasts for the company and its divisions. These forecasts are subsequently reviewed and refined based on input and recommendations from departmental leaders, culminating in a consensus agreement. Utilizing both approaches, namely "top down," can yield a more accurate manpower prediction.

ii) Method of trend projection: Among the quantitative techniques for manpower forecasting, the trend projection method is occasionally utilized by NCC Bank PLC. Thisis essentially a projection of historical trends, including data from previous events and observations, into the future, based on the assumption that the past serves as a reliable predictor of future outcomes.

iii) Human Resource Inventories and Digital Database: A fundamental necessity for manpower forecasting is a robust database based on reliable information regarding each employee within the firm. Manpower inventory and computerized databases are optimal methods for manpower forecasting in this context. NCC Bank PLC use this forecasting tool for their recruitment procedure.

At NCC Bank PLC, candidates are chosen and subsequently evaluated based on apredefined degree of competency. They only call on those with a Bachelor's degree from a reputable university. NCC Bank PLC takes great consideration of potential MBA candidates. To be qualified for the Junior Officer, Officer, and Management Trainee Officer (MTO), candidates must have a minimum GPA of 4.00 on a 5.00 scale and a cumulative grade point average (CGPA) of 3.00 on a 4.00 scale. First-class divisions are required of candidates for the SSC and HSC tests; third-class divisions are not accepted. Those who have passed their O and A levels have to have a minimum GPA of 3.00 on a 4.00 scale.

C. Sources of Recruitment:

At the outset of the employment process, NCC Bank PLC identifies the necessary peoplefor specific sectors. Upon receiving the request form, the human resources manager disseminates the employment circular to various job portals or posting services. NCC Bank PLC advertises employment opportunities via multiple platforms. The post is announced once the Human Resources department of NCC Bank PLC receives a recruitment application from the offices. NCC Bank PLC employs many methods to advertise job vacancies, including:

a. Internal Sources:

Internal rather than outside recruitment sources provides a larger pool of people that are available. Internal talent sources include rehiring previous workers or graduates of cooperative education programs, hiring of people recommended by present employees, and choosing of individuals who have personally applied. These applicants are identified as gate hires or walk-ins. Among the many internal recruitment sources, the most important and often used ones are: (i) Current Employees; (ii) Employee Referrals; (iii) Job Posting and Bidding; (v) Contractors.

i) Present staff: Since they not only suggest their families, friends, and associates for employment within the bank but also possible candidates for promotion to higher and more responsible roles. Current employees are thus the major and valuable assets of the bank.

ii) Employee Referrals: One of the most efficient internal sources of new personnel for the bank still are employee referrals. Employee referral schemes of NCC Bank PLC have been put into use for their great advantage and benefit. For their bank, this approach has been found to be a quite valuable and creative source of qualified and competent staff.

iii) Job Posting and Binding: Under "Employee Referrals," the already cited "message board notice" serves two purposes. This not only serves the extra useful purpose of advertising for job applications inside the facility, frequently referred to as "Job Posting,"but it also tells present employees about job openings and seeks their comments and opinions for possible candidates. Notifying all existing qualified workers about jobopportunities lets them "bid," or present themselves and apply for these roles. This not only is much appreciated but also helps to raise good morale. Many organizations are strongly supporting this approach.

NCC Bank PLC keeps a list of temporary workers covering several categories: specifically specialized, highly skilled, semi-skilled, and others. In case of a temporary vacancy or other situation, they are hired and placed. These lists grow over time and management usually chooses applicants from them for job openings. Having already shown their competency in many fields, the people on these lists are not beginners in the several careerpaths.

b. External Sources:

The official process of external recruitment looks for job seekers without any past ties to the company. Conventional approaches of talent acquisition have included newspaper ads, recruiting companies, executive search companies, and on-campus hiring. Companies have been adjusting to posting job openings online—on their own websites or on outside third-party sites. According to historical records, newspaper ads have always been the most often used recruiting tool. Once NCC Bank PLC has received the whole application form from the offices, human resources will publish the post publically. To advertise job openings, NCC Bank PLC employs several strategies including social media channels, university recruiting, and recruiting companies. Management should develop a methodical and thorough knowledge of the labor market and determine the particular kinds of employees accessible, both statistically and qualitatively, when assessing sources for external manpower recruiting. Finding the limits of the labor markets where management has to operate to guarantee qualified individuals to meet their needs is just as important. One can fairly classify the outside sources of recruiting as follows:

i) Former Employees: Particularly high-performance professionals and executives with outstanding service records, the banking sector is seeing a growing trend of former employees—especially those under favorable circumstances free of indication of hostility—being reemployed under suitable conditions. Management takes into account and welcomes these people for open jobs when they show themselves for reemployment. Unsolicited sources often include candidates who voluntarily send their applications by mail or personally to the personnel or employment office of the bank. Usually referred to as "walk-ins" or "applicants at the gate," these prospects

College or campus recruiting sources are being increasingly employed as the demand for persons with scientific and technical backgrounds increases to attract candidates particularly qualified for scientific, technological, professional, and administrative roles. Usually, these funds support training courses or entry level roles. Strategic and methodical utilisation of college or university resources can substantially help to attract competent scientific and technology personnel with future development potential. Key elements influencing design of college or campus recruitment.

Professional contacts, events, and conferences: The professionalization has resulted in the development of new recruitment routes via professional networks and the building of strong personal relationships, now generally accepted as specialized labor markets.

Selection Process

The ultimate employment decision marks the end; the preliminary interview serves as a screening assessment. Sometimes selective actions are arranged methodically. NCC Bank PLC usually goes through eight stages in its choosing process.

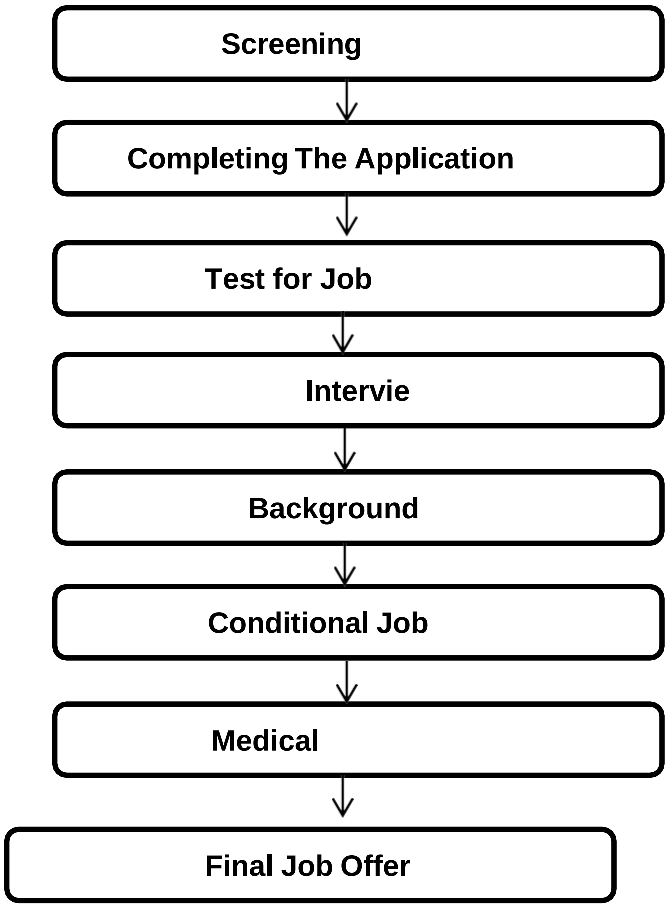

Figure 5: Selection Process of NCC Bank PLC.

a. A first screening interview will feature the following components:

- Medical or physical assessment;
- Obtaining and finalizing the application form;
- Assessment for work eligibility;
- Extensive interview;
- Employment offer;
- Final employment offer.

NCC Bank PLC is set to initiate a preliminary assessment of potential qualified candidatesas the final round of their recruitment process. The initial screening comprises a two-step

process.
Initially, the participant undergoes examination; then, the individual is subjected to screening.
BDjobs.com, Prothom Alo Jobs.com, social networking sites, campus recruitment, public employment service agencies, and commercial employment agencies are among theexternal recruiters.

b. Completing and turning in the application form:

Candidates must apply in line with the policies of the company after the first screen. Perhaps all the candidate needs is his name, address, phone number, and other details.

c. Job eligibility assessment:

Organizations have consistently depended on evaluations of intelligence, aptitude, skills, and interests to inform their staffing decisions. The recruiting for entry-level positions commences with a formal written examination administered and overseen by the Instituteof Business Administration, University of Dhaka, the Bangladesh Institute of Bank Management (BIBM), or other esteemed institutions. Upon successful completion of the written examination, a personal interview is performed for the selected candidates by a panel of distinguished specialists, including notable bankers and university professors.

d. Comprehensive Interview:

Candidates may be questioned by interviewers from Human Resource Management, senior management, potential supervisors, future colleagues, or a combination of these individuals.

e. IT Assessment:

Following the interview, candidates are required to complete a brief IT assessment to evaluate their computer and IT proficiency.

f. A background investigation:

The next phase will include background checks for candidates judged possible workers. Among the things one can do are get other professional and personal references, validate the educational credentials claimed on the application, check credit records and criminal records, or engage a third party to do the background check among past companies to confirm the candidate's employment history and performance.

g. A conditional job offer

A conditional job offer is often provided to a job applicant who has successfully completedall preceding phases of the hiring process. The individual extending the conditional employment offer is generally a representative from Human Resources. A conditional employment offer will be rendered permanent if you successfully pass a designated medical, physical, or drug test, indicating that all criteria have been satisfactorily met.

h. Medical or physical examination:

Physical examinations may solely serve as a screening mechanism to eliminate candidates who lack the physical capacity to fulfill the demands of a specific profession.
i. Final Job Offer: Candidates are deemed qualified to accept the employment offer provided they have successfully completed the preceding processes. NCC Bank PLC meticulously follows these procedures to complete the employment and selection process.

Chapter- 4

Findings of Recruitment and Selection Process

4.1 Findings:

The study's findings are as follows:

- NCC Bank PLC's Human Resource Department adheres to a systematic recruitment and selection process inside the firm.
- Before starting the recruitment and selection process, the HRM Department uses many procedures including internal environmental study and personnel planning.
- To determine Human Resources needs, the HR department develops job analysis, job descriptions, and job specifications in the hiring process.
- The bank hires from both internal and external sources; they also use a comprehensive job evaluation procedure and undertake surveys before recruiting. Their preferred internal recruitment sources are Badli, a reference system, present staff, and job advertising.
- External recruitment sources include previous employees, walk-in interview sessions, and campus recruitment at universities.
- NCC Bank PLC initiates the selection process with an initial assessment of potential qualified candidates.
- In the selection process, HR solicits applications from candidates to assess job eligibility and organizes thorough interviews.
- The management meticulously examines all aspects of reference and health checks.
- NCC Bank PLC prioritizes internal sources over external sources.
- The HR department lacks a feedback mechanism to assess the efficacy of the recruiting and selection processes and rectify its deficiencies.

For NCC Bank PLC, assessing the effectiveness of the candidate testing and general interview during the hiring and selection process proves challenging.

Chapter-5
Recommendations and Conclusions

5.1 Recommendations

Although NCC Bank PLC is a prominent commercial bank in Bangladesh and operates successfully in the home market, it is imperative that the bank enhances some aspects of its recruitment and selection policies. Similar to all financial institutions, NCC Bank PLC faces obstacles to surmount. Below are few proposals to address the obstacles faced by NCC Bank PLC:

- The Bank May Digitizing the existing manual recruitment and selection process or implementing an online recruitment system will enhance efficiency and reduce costs.
- Although the firm utilizes internal resources that provide advantages, it must also examine external sources to attract new talent.
- Establishing a systematic feedback mechanism from the HR department to assess the efficacy of the recruitment and selection process and rectify its deficiencies.
- NCC Bank PLC must authenticate references prior to shortlisting to prevent significant issues for the firm.
- NCC Bank PLC should incorporate assessment-driven interviews and evaluations to guarantee an efficient recruitment and selection process.
- The Human Resource Division's oversight must be organized. Decentralizing the HR division will ensure that HR-related issues are resolved promptly.

5.2. Conclusion

In summary, although NCC Bank's HR policy and banking activities are yielding positive results, their efficacy might be significantly enhanced by the implementation of the aforementioned recommendations. Optimal organizational performance necessitates the strategic allocation of human resources across several functional domains. By implementing an appropriate recruitment and selection process, a corporation can allocate the right qualified persons to the pertinent job position, hence assuring organizational efficacy. By generating employment possibilities and yearly recruiting of a sizable numberof people, NCC Bank PLC greatly helps Bangladesh's economic growth. The study's major findings reveal that NCC Bank PLC will decide on various degrees of recruitment sources and selection policies. For positions at multiple levels, they follow several selection policies. Other significant parallels are understanding the primary challenges and applying strategies for efficient recruiting and selection processes. Line managers and human resource managers have main and ultimate power in recruiting decisions. An effort at a comprehensive selection model encompassing many levels of occupations has been undertaken. The data collecting technique mixed primary and secondary sources. The division of human resources produced the majority of the material. This report's conclusions encompass several recommendations that will advantage banks, human resource-utilizing enterprises, and future research endeavors.